POLYCOM®

User Guide for the Polycom® SoundStation® IP 5000 Phone

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End-User License Agreement for Polycom® Software

User Guide for the Polycom® SoundStation® IP 5000 Phone

This guide includes overview information that you may find helpful when you're just starting to learn about your Polycom® SoundStation® IP 5000 phone or when you have experience, but you need a quick refresher.

Changes to This Guide

This user guide has been updated to include new information and features. The following sections have been added to this edition:

- Configuring Your Phone Using the Polycom Web Configuration Utility on page 8
- Using Voice Mail on page 21
- Using Instant Messaging on page 21
- Using Buddy Lists on page 31
- Accessing Personal Phone Settings with User Profiles on page 34
- Locking the Phone on page 37
- Broadcasting Messages Using Push-to-Talk and Group Paging on page 39
- Integrating with Microsoft Lync™ Server 2010 on page 48
- Investigating Phone Warnings on page 58

The following section has been updated:

- Updating the Backlight on page 53

Before You Use Your Phone

This section describes the phone's features, the icons that display on the screen, and how to navigate menus and enter data. It also provides a link to helpful tips to use when you're in a conference call.

Since you can customize your phone in many different ways, and your system administrator can enable and disable certain features, the user interface that displays on your phone may differ from the figures that appear in this guide.

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you set up your phone, the phone will be registered and ready to use.

If your phone is not part of a large phone deployment, your phone may not be registered after you set it up. Before you use your phone, you or your system administrator will have to register it.

For detailed information on how to register your phone after you install it, see *Registering Standalone SoundPoint IP, SoundStation IP, and Polycom VVX 1500 Phones (Quick Tip 44011)*, available from the Technical Notifications & Feature Profiles Support Web page.

Using the Keypad

You use the keypad on the phone to handle calls, adjust the volume, redial numbers, navigate screens, enter data, and select options.

Select specific context-sensitive functions that display on the screen above each soft key

Enter special characters (when in uppercase or lowercase mode)

Place, answer, or end calls

Redial the last call you placed

Mute the microphone audio from being heard at the far end of the call. Toggle the key to turn the microphone on or off

Enter special characters. Press once (or twice quickly if in numerical mode) for a dot

Enter special characters and spaces. Press three times quickly (when in uppercase or lowercase mode) for a blank space

Access features, settings, and configuration information; Exit the current screen and return to the idle screen

Scroll through menus and fields (up or down arrow key); Select menu items (right arrow key); Return to the previous menu (left arrow key); Enable features (right arrow key); View speed dial information (up arrow key), received calls (left arrow key), missed calls (down arrow key), and placed calls (right arrow key)

Select menu items; Enable or disable menu items

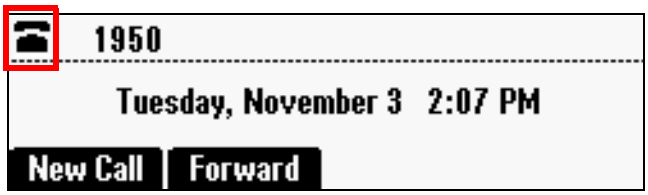
Increase or decrease the sound of the speaker and ringer

Enter numbers, letters, spaces, and special characters; Select menu items.

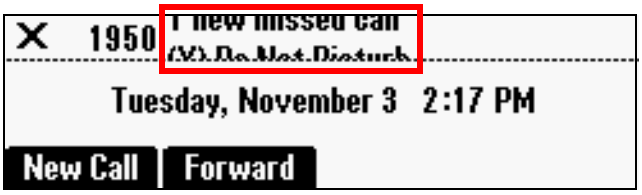
Enter special characters. Press once (or twice quickly if in numerical mode) for @

Display Screen

The idle screen displays the phone's directory number and the current date and time. The icon that displays to the left of the directory number indicates the line or call status.

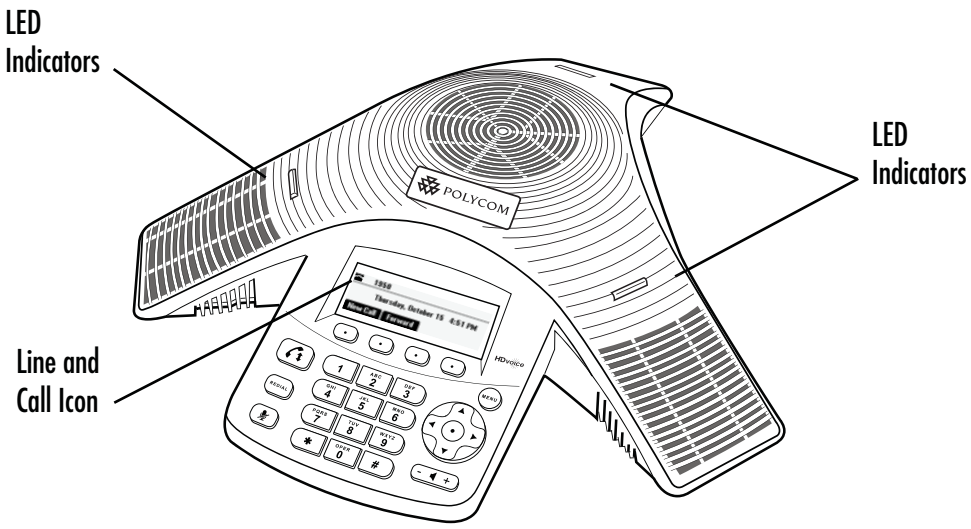


If you have messages, missed calls, or have enabled a certain feature, such as call forwarding or Do Not Disturb, the idle screen displays a notification next to the directory number. If you have more than one notification, the phone displays a scrolling notification, as shown next.



Phone Status Indicators

Phone status is indicated by three bi-color LEDs located above the phone's microphones, and by a line and call icon located on the display screen next to the directory number.



LED Status Indicators

The LEDs illuminate to indicate the following call states:

- Solid red—A muted call.
- Flashing red—A held call.
- Solid green—A dial-tone is available, dialing is in progress, or a call is in progress.
- Flashing green—An incoming call.

Line and Call Icons

The line and call icon changes depending on the line status (for example, registered line or unregistered line) or call status (for example, dialing in progress or a call on hold).

Icon	Line or Call State	Description
	Active call using Polycom® HD Voice™ technology	A call is in progress using Polycom HD Voice. The active call icons merge into one icon on the phone screen. For example:
	Active call not using Polycom HD Voice	A call is in progress that doesn't use Polycom HD Voice.
	Conference	A conference call is in progress.
	Dialing	The phone is dialing a number.
	Do Not Disturb	The Do Not Disturb feature is enabled on your phone. Your phone will not ring. All calls will display in the Missed Calls list.
	Forwarding	A specific forwarding feature ("Always") has been enabled on your phone. All incoming calls will be forwarded to a number you have specified.
	Hold	A call or conference is on hold.
	Message(s)	You have one or more new messages.
	Registered line	The phone can place and receive calls.
	Registered shared line	The phone, which shares a directory number with another phone, can place and receive calls.
	Ringing	The phone is ringing.
	Unregistered line	The phone is unable to place and receive calls.

Navigating Menus and Calls

To navigate menus and calls, use the following tips.

After 20 seconds of inactivity, the menu system automatically exits to the idle screen unless an edit session is in progress.

If you want to...	Then do this...
Enter the main menu	Press MENU.
Exit the main menu and return to the idle screen	Press MENU.
Return to the previous menu	Press ◄ or the **Back** soft key.
Scroll through lists	Press ▲ or ▼.
Scroll through lists that display on more than one page	• Press * to Page Up. • Press # to Page Down.
Select a menu item	Do one of the following: • Scroll to the menu item, and then press ● or ►. or • Press the dial pad key that corresponds to the item in the numbered menu list. For example, to select the second menu item, press ABC 2.
View additional soft keys	Press the **More** soft key.
Scroll through calls on hold and an active call	Press ▲ or ▼.

Entering Data and Enabling Items

To enter data and enable fields or menu items, use the following tips.

If you want to...	Then do this...
Enter numbers	Press the dial pad key with the corresponding number.
Enter text	Press the dial pad keys one or more times. For example: • To enter 'A,' press 2 ABC once. • To enter 'B,' press 2 ABC two times quickly. • To enter 'C,' press 2 ABC three times quickly.
Enter numbers, uppercase characters, or lowercase characters	Press the **1/A/a** soft key one or more times to select numerical, uppercase, or lowercase mode. The mode you select will display in the title bar. Then, press the dial pad key (with the number or letter you want) one or more times quickly.
Enter special characters	• Press * or # one or more times quickly. • To enter other special characters, press 1 or 0 OPER one or more times quickly (when in uppercase or lowercase mode). • To enter a dot: press * once (or twice quickly if in numerical mode). • To enter @: Press # once (or twice quickly if in numerical mode).
Enter an IP address or URL	Press the dial pad keys one or more times. For example: • To enter '2,' press 2 ABC once. • To enter 'a,' press 2 ABC two times quickly. • To enter 'b,' press 2 ABC three times quickly. • To enter 'c,' press 2 ABC four times quickly.
Enter text using a different character set	Press the **Encoding** soft key one or more times. When in text entry mode, the character set you select displays in the title bar.
Enter a blank space	Press 0 OPER three times quickly (in uppercase or lowercase mode).

If you want to...	Then do this...
Delete characters you entered	Press the **<<** soft key.
Enable or disable fields	Toggle .
Enable or disable menu items	Press .

Configuring Your Phone Using the Polycom Web Configuration Utility

This user guide explains how to update phone settings from your phone, using your phone's menu system. If you want, you can update these settings remotely with the Polycom Web Configuration Utility.

The phone's Web Configuration Utility enables you to view and configure phone behavior from a computer using any compatible Web browser. The utility provides a browser-friendly view of your phone's current settings. Using the utility, you can perform many of the same updates from your computer that you can perform using your phone's menu system or configuration files.

You can access the utility using any compatible Web browser installed on a computer that resides on the same network as your phone. Before you begin, you'll need to know the IP address of your phone, and the login password of the phone user.

For detailed information on accessing, navigating, and using the utility, see the *Polycom Web Configuration Utility User Guide* available from the SoundStation IP 5000 Support Web page.

To access the Web Configuration Utility for your phone:

1. Launch a compatible Web browser from a computer on the same network as your phone.
2. In the Address Bar of your Web Browser, enter the IP address of your phone.

   The IP address is comprised of four sets of numbers separated by periods. For example, if your phone's IP address is 123.22.3.4, enter **123.22.3.4** in the address bar.
3. Press the **Enter** key.
4. From the Web Configuration Utility login screen, select **User**, and then enter the User password.

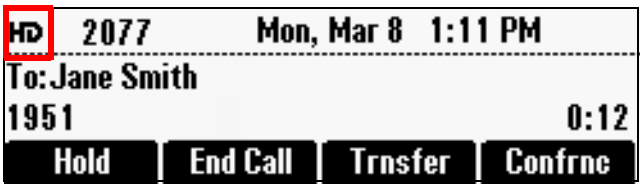
   The factory default password for a user is *123*.
5. Click **Submit**.

The Web Configuration Utility Home screen is displayed.

Calling and Answering

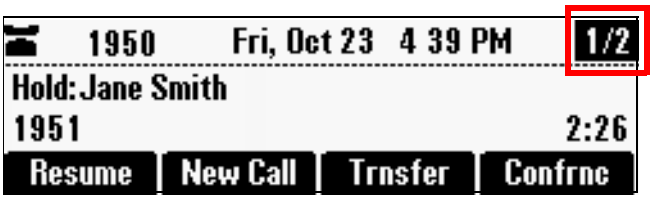
Your phone can handle a maximum of eight calls on hold, or one active call and seven calls on hold. Only one call can be active at any time.

During a call, the phone displays the name and number of the party you're talking with and the duration of the call. During a call, the soft keys update so you can perform specific tasks. The phone LEDs, as well as the line and call icon (shown in red, below), indicate call status. For more information on status indicators, see Phone Status Indicators on page 4.



When you have more than one call (for example, one active call and one held call, or two held calls), a counter displays at the top-right of the screen indicating the total number of calls you have, and which call currently displays. The most recent call displays first.

The following figure shows that your phone has two calls, and you're currently viewing the first (most recent) call.



To scroll through calls, press and .

Answering Calls

You can answer a call when your phone is idle, when you have held calls, or if you're currently in a call. If you answer a call when you're already in a call, the call you were in is automatically held.

If you're in a call and an incoming call arrives, the Ringing icon displays, , and the call counter updates.

To answer a call:

>> Press or the **Answer** soft key. (If your phone has a silent ring, press the **Answer** soft key to answer the call.)

To answer a call when you're in an active call:

>> Scroll to the incoming call, and then press the **Answer** soft key.

The original call is held, and the new call becomes the active call.

To answer a call when you have only held calls:

>> Press or the **Answer** soft key.

If you have a shared line and answer the call, and then want someone on another phone configured to use the same shared line to take the call, press the **Hold** soft key. The other person will then be able to answer the call from their phone.

Placing Calls

You can place a call by doing one of the following:

- Entering a phone number.
- Entering an IP address or URL.
- Choosing an entry in a call list, directory, or speed dial list.
- Redialing the previously placed call.

You can place a call if your phone already has calls:

- If your phone only has an active call, hold the active call, press or the **New Call** soft key, and then place the new call.
- If your phone only has held calls, press or the **New Call** soft key, and place the new call.
- If your phone has an active call and held calls, scroll to a held call, press the **New Call** soft key, and place the new call. The active call will be held.

Calling by Entering a Phone Number

You can dial a phone number with a dial tone or without a dial tone.

To dial a phone number with a dial tone:

1. Press or the **New Call** soft key.
2. Enter the phone number of the party you want to call.
3. Press the **Send** soft key.

To dial a phone number without a dial tone:

>> Enter the phone number of the party you want to call, and then press the **Dial** soft key.

Calling by Entering an IP Address or URL

Placing calls using an IP address or URL may not be enabled for your phone. For more information, see your system administrator.

To dial an IP address or URL:

1. Press or the **New Call** soft key.
2. Press the **URL** soft key, and then enter the IP address or URL of the party you want to call. (For information on how to enter an IP address, URL, and special characters, see Entering Data and Enabling Items on page 7.)

When you dial a URL, the maximum number of characters you can enter is 32.

3. Press the **Send** soft key.

Calling from a Call List

You can choose a record in a call list and dial the associated party.

To call from a call list:

1. From the idle screen, use one of the arrow keys to access a call list:

To view this call list...	Press this arrow key...
Missed calls	
Received calls	
Placed calls	

2. From the call list screen, scroll to the entry you want to dial, and then press the **Dial** soft key.

Calling from a Directory

You can place a call from the Contact Directory or Corporate Directory.

To call from the Contact Directory:

1. Press MENU, and then select **Features > Contact Directory**.
2. From the Directory screen, find the contact you want to call, and then press the **Dial** soft key.

To call from the Corporate Directory:

1. Press MENU, and then select **Features > Corporate Directory**.
2. From the Corporate Directory search screen, search for the contact you want to call (see Searching Corporate Directory on page 29).
3. Scroll to the contact, and then press the **Dial** soft key.

Calling from the Speed Dial List

Use the speed dial feature for fast, automated dialing.

Only entries in your Contact Directory can be set up as speed dial entries. When you create a Contact Directory entry, the phone automatically assigns a Speed Dial Index number to the entry. You can change the index number or delete it. To create a new Contact Directory entry with a speed dial index number, see Updating Contact Directory on page 26.

To place a call from the speed dial list:

1. Press ▲.
2. From the Speed Dial Info screen, do one of the following:
   - If you know the contact's speed dial index number, enter the number.

   or

   - If you don't know the contact's speed dial index number, scroll to the contact, and then press the **Dial** soft key.

The call is placed.

Redialing

You can redial the last call you placed, or search a list of placed calls to find a previously-dialed number.

To dial the last number dialed:

>> Press REDIAL.

To dial a previously dialed number:

1. Press ▶.
2. From the Placed Calls list, scroll to the number you want to dial, and then press the **Dial** soft key.

Ending Calls

You can end any active call. To end a held call, you have to resume the call first.

To end an active call:

>> Press or the **End Call** soft key.

To end a held call:

>> Scroll to the held call, press the **Resume** soft key, and then press the **End Call** soft key.

While Your Phone Rings

While your phone rings, you can choose not to answer the call and do the following:

- Reject the call and stop your phone from ringing.
- Forward the call to another party.

Rejecting Calls While Your Phone Rings

When you reject a call, you end the call before the call can connect. Your system administrator determines how rejected calls are handled (for example, rejected calls may go directly to your voice mail system). Calls you reject while your phone rings display in the Received Calls list.

To reject a call:

>> While your phone rings, press the **Reject** soft key (for private lines) or the **Silence** soft key (for shared lines).

The call ends before it can connect.

Forwarding Calls While Your Phone Rings

Your company's settings may override this feature. For more information, contact your system administrator.

Call forwarding isn't available on shared lines.

While your phone rings, you can choose not to answer the call and forward the call to another party.

To forward an incoming call as your phone rings:

1. While your phone rings, press the **Forward** soft key.
2. From the Call Forwarding screen, enter the number to forward the incoming call to.

Your phone displays the last number you forwarded calls to. If you previously set a forwarding number and want to enter a new one, press the **<<** soft key to delete the number.

3. Press the **Forward** soft key.

The incoming call is forwarded to the party you specified. If call forwarding is disabled, future calls will not be forwarded and forwarding remains disabled.

During Calls

During a call, you can do the following:

- Place the call on hold.
- Transfer the call to another party.
- Set up a conference with the party you're talking with and another party.

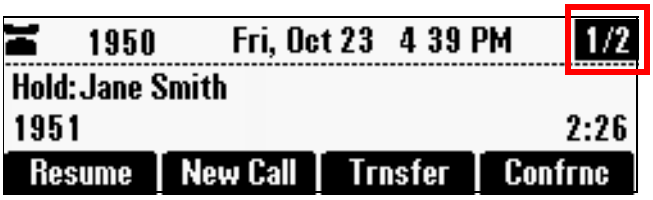
Holding and Resuming Calls

You can place a call on hold. When a call is held, the LEDs flash red.

Your phone can handle a maximum of eight calls on hold, or one active call and seven calls on hold. Only one call can be active at any time.

When you have more than one call (for example, one active call and one call on hold, or two calls on hold), a counter displays at the top-right of the screen indicating the total number of calls you have, and which call currently displays. The most recent call displays first.

The following figure shows that your phone has two calls, and you're currently viewing the first (most recent) call.



To scroll through calls, press or .

To hold a call:

>> During a call, press the **Hold** soft key.

The console LEDs flash red to indicate that a call is held.

To resume a held call:

>> While a call is held, press the **Resume** soft key.

Transferring Calls

When you transfer a call, you have the option to talk to the party to whom you're transferring the call, or you can automatically transfer the call without speaking to the other party.

To transfer a call:

1. During a call, press the **Trnsfer** soft key.

   The active call is placed on hold.

2. Place a call to the party to whom you want to transfer the call.
3. When you hear the ring-back sound, or after you speak with the other party, press the **Trnsfer** soft key. To cancel the transfer before the call connects, and return to the original call, press the **Cancel** soft key.

You can automatically transfer the call without speaking to the second party. After you complete step 1, press the **Blind** soft key. Then, complete step 2. The transfer automatically completes.

Hosting Conference Calls

You can create a conference with up to two other parties. After you set up a conference, you can place the conference call on hold, split the conference call into two calls on hold, or end the conference call (and your connection to the conference call participants).

Setting Up Conferences

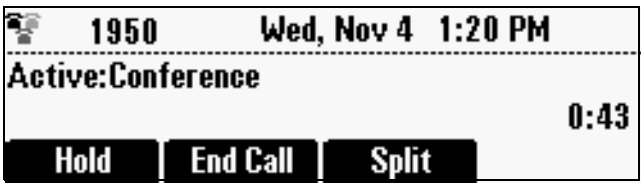
You can set up a conference in one of two ways:

- Using the **Confrnc** soft key.
- Using the **Join** soft key, if you have an active call and a call on hold.

To set up a conference using the Conference soft key:

1. Call the first party.
2. Press the **Confrnc** soft key. The active call is placed on hold.
3. Enter the number of the second party, and then press the **Send** soft key.
4. When the second party answers, press the **Confrnc** soft key to join all parties in the conference, as shown next.

If configured for single key-press conferences, you don't have to press the Confrnc soft key again.



To set up a conference call with an active call and a held call:

>> If you have an active call and a held call, press the **Join** soft key.

A conference is created with the active call, the held call, and yourself.

If you have an active call and multiple calls on hold, the Join soft key isn't available from the active call. Scroll to the call on hold that you want to join to the conference, and then press the **Join** soft key.

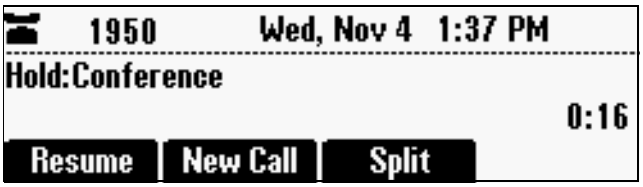
Holding and Resuming Conferences

When you place a conference call on hold, you place the other two conference participants on hold. Your phone treats a conference call on hold as one held call. Therefore, your phone can have a maximum of eight conferences on hold at one time.

To place a conference call on hold:

>> From the Active:Conference screen, press the **Hold** soft key.

The Hold:Conference screen displays. The other two conference participants are placed on hold. The LEDs flash red to indicate that a call is held.



To resume the conference call, press the **Resume** soft key. The Active:Conference screen will display again.

Splitting Conferences

When you split a conference, you end the conference and place the other two conference participants on hold.

To split a conference:

>> From the Active:Conference or Hold:Conference screen, press the **Split** soft key.

The conference ends, and all calls are split into individual calls and placed on hold.

Ending Conferences

When you end a conference, you end your connection to the other conference participants. The other parties remain connected.

To end a conference:

>> From the Active:Conference screen, press the **End Call** soft key.

The two other conference participants remain connected.

Changing the Way Calls are Answered

You can set up your phone to do the following:

- Forward certain incoming calls to another party.
- Reject all the calls from a specific contact.
- Transfer calls from a specific contact to another party.
- Temporarily refuse all incoming calls and prevent your phone from ringing.

Forwarding Calls

Your company's settings may override this feature. For more information, contact your system administrator. Call forwarding isn't available on shared lines.

You can set up your phone to forward calls to another party. You can choose to forward all incoming calls, or just those calls that arrive when you're already in a call, or when you don't answer. Your phone will forward calls even if you enable the Do Not Disturb Feature.

To forward calls to another extension:

1. From the idle screen, press the **Forward** soft key.
2. From the Forwarding Type Select screen, scroll to the forwarding type you want, and then press . The options are:
   - **Always**—To forward all incoming calls.
   - **No Answer**—To forward all unanswered incoming calls.
   - **Busy**—To forward calls that arrive when you're already in a call.

3. Do one of the following:
   - If you selected **Always**, the Call Forward Always screen displays. Enter a number to forward all incoming calls to.
   - If you selected **No Answer**, the Call Forward No Answer screen displays. Do the following:
     a. In the **Contact** field, enter a number to forward all unanswered incoming calls to.
     b. In the **Forward After Rings** field, enter how many rings to wait before forwarding the call (one ring is approximately six seconds). Two rings is the recommended value.
   - If you selected **Busy**, the Call Forward Busy screen displays. Enter a number to forward all future incoming calls to when you're already in another call.
4. Press the **Enable** soft key.

   After you've enabled call forwarding, the text *Fwd* and the number you're forwarding calls to display in the status bar. If you selected the forwarding type **Always**, a moving arrow, , also displays on the phone screen.

To disable call forwarding:

1. From the idle screen, press the **Forward** soft key.
2. From the Forwarding Type Select screen, scroll to the forwarding type you want to disable, and then press .
3. To turn off call forwarding, press the **Disable** soft key.

Rejecting Calls from a Contact

You can customize your phone so that incoming calls from a particular party don't ring on your phone. Your system administrator determines how rejected calls are handled (for example, rejected calls may go to your voice mail system). Calls that are rejected from a contact display in the Missed Calls list.

Rejecting calls isn't available on shared lines.

To reject an incoming call from a particular contact:

1. Press MENU, and then select **Features** > **Contact Directory**.
2. From the Directory screen, find the contact for whom you want to reject calls, and then press the **Edit** soft key.

3. From the Edit Contact screen, scroll to the **Auto Reject** field, and then change the Auto Reject setting to **Enabled**. (To enable the setting, press .)
4. Press the **Save** soft key.

Diverting Calls from a Contact to Another Party

You can customize your phone so that incoming calls from a particular party are transferred directly to another party.

To divert incoming calls from a contact to another party:

1. Press MENU, and then select **Features** > **Contact Directory**.
2. From the Directory screen, find the contact for whom you want to transfer calls, and then press the **Edit** soft key.
3. From the Edit Contact screen, do the following:
   - Scroll to the **Divert Contact** field, and then enter the number of the party to whom you want to divert the call.

     You can enter a maximum of 32 characters.
   - Scroll to the **Auto Divert f**ield, and then change the Auto Divert setting to **Enabled**. (To enable the setting, press .)
4. Press the **Save** soft key.

Temporarily Refusing All Calls (Do Not Disturb)

To prevent your phone from ringing, activate the Do Not Disturb feature.

Calls you receive while Do Not Disturb is enabled will display in your Missed Calls list. If you have chosen to forward incoming calls to another number, calls will still be sent to that number.

When you enable Do Not Disturb, a flashing icon, , and *Do Not Disturb* display on the phone screen.

To enable and disable Do Not Disturb:

1. Press MENU, and then select **Features**.

   The Features screen displays. If Do Not Disturb isn't highlighted, scroll to it.
2. To toggle Do Not Disturb on or off, press .

Using Voice Mail

Voice mail is an optional feature that your system administrator sets up. Your system may not support it. For more information, contact your system administrator.

Screen options may vary with your application. Voice mail may be accessible with a single key press. Contact your system administrator about this option.

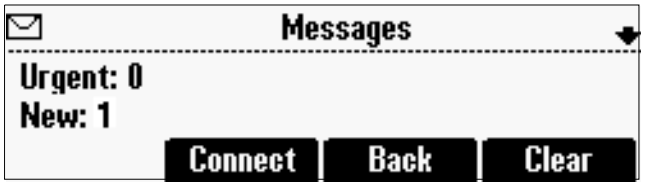
Your voice mail is saved in a centralized location and may be accessed from your phone. Your phone may indicate voice mail by the following:

- An icon, ✉, on the phone screen
- A stutter dial tone instead of a normal dial tone

To listen to voice mail messages:

1. Press MENU, and then select **Features** > **Messages** > **Message Center**.

   The Messages screen displays, indicating the number of urgent, new, and old messages you have.



2. To listen to your voice mail, press the **Connect** soft key, and then follow the voice or visual prompts on the screen. To temporarily remove all message indicators, press the **Clear** soft key.
3. Press MENU to return to the idle screen.

Using Instant Messaging

Instant Messaging is an optional feature that your system administrator enables. Your system may not support it. For more information, contact your system administrator.

You can send and receive instant messages using your phone. Your phone indicates new instant messages by an icon, ✉, on the phone screen.

Managing Instant Messages

From the Instant Messages screen, you can view, delete, or create instant messages. Messages display in the order they are received. The first message received displays first.

To manage instant messages:

1. Press MENU, and then select **Features > Messages > Instant Messages**.
2. From the Instant Messages screen, you can do the following:
   - Scroll through the messages in order.
   - To delete a message, scroll to the message, and press the **Delete** soft key.
   - To create a new message, press the **New** soft key. (See Sending Instant Messages on page 22.)

Sending Instant Messages

To send an instant message:

1. Press MENU, and then select **Features > Messages > Instant Messages**.
2. From the Instant Messages screen, do one of the following:
   - To send a message, press the **New** soft key.

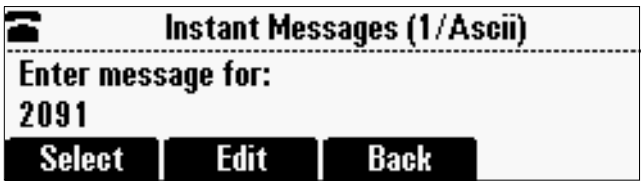
     Enter the phone number or IP address, and then press the **Ok** soft key. Or, to enter a URL, press the **1/A/a** soft key to select uppercase or lowercase mode, enter the URL, and then press the **Ok** soft key.

     (To enter special characters, see Navigating Menus and Entering Data on page 10.)

   or

   - To reply to a message, scroll to the message, and then press the **Reply** soft key.

   The Instant Messages screen displays. The phone number or URL you entered or selected displays on the screen.



3. Do one of the following:
   - To choose from various pre-scripted short messages, press the **Select** soft key. From the Message Select screen, scroll to the message you want.

   or

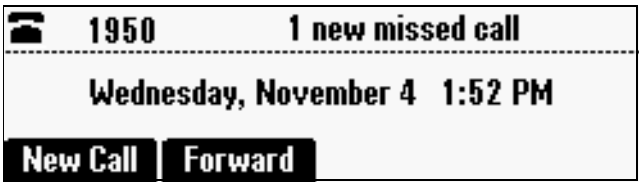
   - To compose a custom message, press the **Edit** soft key. Then, enter your message. (To enter a message, see Navigating Menus and Entering Data on page 10.)
4. Press the **Send** soft key.
5. Press MENU to return to the idle screen.

Working with Call Lists

Your phone maintains lists of missed, received, and placed calls. Each list can hold up to 100 entries.

If you miss a call, the idle screen will display a message indicating the number of missed calls you have. To view information about the missed call, view your Missed Calls list (see Viewing Call Lists on page 23). After you view the Missed Calls list, the message on the idle screen is removed.

The following figure shows the message that displays when you miss a call.



You can save call list entries to your Contact Directory. For information on how to update Contact Directory with an entry from a call list, see Adding Contact Directory Entries on page 26.

Viewing Call Lists

You can access any call list from the Call Lists menu, or you can quickly access a call list from the idle screen. After you access a call list, you can view detailed information about a specific entry, such as the phone number, the time and duration of the call, and the name of the caller.

To view a call list:

>> Do one of the following:

– Press MENU, and then select **Features > Call Lists > Missed Calls**, **Received Calls,** or **Placed Calls**.

or

– From the idle screen, use the arrow keys to access a call list:

To view this call list...	Press this arrow key...
Missed Calls	▼
Received Calls	◄
Placed Calls	►

To view details for a call list entry:

1. Press MENU, and then select **Features > Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls**.
2. From the call list, scroll to the entry for which you want more information, and then press the **Info** soft key.

Clearing Call List Entries

You can clear all the records in a call list, or just one record.

To manually clear all call list entries, restart the phone. See Overall Functioning on page 57.

To clear one or all records in a call list:

1. Press MENU, and then select **Features > Call Lists**.
2. From the Call Lists screen, do one of the following:

– To clear all the records in a call list, select **Clear**. From the Clear screen, scroll to either **Missed Calls**, **Received Calls**, or **Placed Calls**, and then press •. A *Cleared!* displays when you clear a call list.

or

– To clear a single record in a call list, scroll to either **Missed Calls**, **Received Calls**, or **Placed Calls**, and then press •. From the call list, scroll to the call you want to remove, and press the **Clear** soft key.

Editing Call List Entries

Edit a call list entry if you want to update the contact name or number before you dial the number or save the contact to the Contact Directory.

To edit a call list entry:

1. Press MENU, and then select **Features > Call Lists > Missed Calls**, **Received Calls,** or **Placed Calls**.
2. From the call list, scroll to the entry you want to edit, and then press the **Edit** soft key.

Working with Contact Directory

You can store a large number of contacts in your phone's Contact Directory. Contact your system administrator for the exact number.

You can dial and search for contacts in this directory. You may be able to add, edit, and delete contacts. Contact your system administrator to see if you have read-only access to your Contact Directory, or if you can update it.

Searching Contact Directory

Search for a contact by scrolling through the directory, or entering specific search criteria.

To search for a contact in the Contact Directory:

1. Press MENU, and then select **Features > Contact Directory**.
2. From the Directory screen, press the **Search** soft key. Then, enter the first few characters of the contact's first or last name, and then press the **Search** soft key again.
3. From the Directory Search screen, scroll to the contact you're searching for.

Updating Contact Directory

You can add a contact to the Contact Directory, or update or delete an existing contact.

Adding Contact Directory Entries

You can add contacts to your Contact Directory in the following ways:

- Manually (if you have permission to update your Contact Directory).
- From a call list.
- From a Corporate Directory (if this is set up on your phone).

To add a Contact Directory entry manually:

1. Press MENU, and then select **Features** > **Contact Directory**.
2. From the Directory screen, press the **Add** soft key.
3. From the Add To Directory screen, enter the contact information:

Your phone may not display all the following fields. For more information, see your system administrator.

   - (Optional.) Enter the First Name and Last Name of the contact.

     You can enter a maximum of 32 characters.
   - (Required.) Enter the Contact phone number.

     You can enter a maximum of 128 characters. The phone number must be unique, and must not already exist in the directory. If you save an entry with a non-unique phone number, the entry will not be saved.
   - (Optional.) Update the Speed Dial Index number.

     The speed dial index number is automatically assigned to the next available index value, up to a maximum value of 9999. You can assign any unused speed dial index number from 1 to 9999.

     If you assign a speed dial index number that is already taken, the message *Speed dial index already exists* displays. If you enter an invalid speed dial index number (for example, 0 or 00), the message *Speed dial index is invalid* displays.
   - (Optional.) Enter a Label for the contact.

     You can enter a maximum of 32 characters.

If you specify a label, the label will be the first item that displays for the contact in the Contact Directory and on the Speed Dial Info screen (before the contact's first and last names, if specified). For example, in the following figure, Ann Brown has been assigned the label *Sales*.

- (Optional.) Set the Ring Type.

  For information on setting the ring type, see Setting Unique Ring Tones for Contacts on page 49.

- (Optional.) Assign a Divert Contact.

  The Divert Contact identifies the third party to which you want this contact's calls sent. You can enter a maximum of 32 characters.

- (Optional.) Change the Auto Reject and Auto Divert settings.

  If you set the Auto Reject field to enabled, the calls from this contact won't ring on your phone. Your system administrator determines how rejected calls are handled (for example, rejected calls may go to your voice mail system). Calls that are rejected from a contact display in the Missed Calls list.

  If you set the Auto Divert field to enabled, each time the contact calls, the call will be directed to a third party specified in the Divert Contact field.

  To toggle between the Enabled and Disabled settings, press .

- (Optional.) Change the Watch Buddy and Block Buddy settings.

  If you enable the Watch Buddy field, you can monitor the contact's status. If you enable the Block Buddy field, the contact cannot monitor your status. For more information on monitoring status, see Using Buddy Lists on page 31.

  To toggle between the Enabled and Disabled settings, press .

4. Press the **Save** soft key.

To add a Contact Directory entry from a call list:

1. To select a call list, press MENU, and then select **Features > Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls**.
2. Scroll to the entry you want to save to your Contact Directory, and then press the **Save** soft key.

   Only the first name, last name, and phone number are saved.

   If the contact doesn't exist in the directory, *Saved* displays on the phone screen. If the contact already exists, *Contact already exists* displays.

You may want to go to the Contact Directory to see if the contact was saved correctly and to add any missing contact information. To update missing contact information, see Adding Contact Directory Entries on page 26.

To add a Contact Directory entry from the Corporate Directory:

1. Press MENU, and then select **Features > Corporate Directory**.
2. From the Corporate Directory search screen, search for the contact (see Searching Corporate Directory on page 29).
3. Scroll to the contact, and then press the **View** soft key.
4. From the Contact screen, press the **Save** soft key to save the entry to your Contact Directory.

   Only the first name, last name, and phone number are saved. If the contact doesn't exist in the directory, *Saved* displays on the phone screen. If the contact already exists, *Contact already exists* displays.

You may want to go to the Contact Directory to see if the contact was saved correctly and to add additional contact information. To update missing contact information, see Adding Contact Directory Entries on page 26.

Updating Contact Directory Entries

You can change the information for an entry in the Contact Directory.

To update a contact in the Contact Directory:

1. Press MENU, and then select **Features > Contact Directory**.
2. From the Directory screen, find the contact whose information you want to update, and then press the **Edit** soft key.
3. From the Edit Contact screen, update the contact information. For information on the fields you can update, see Updating Contact Directory on page 26.
4. Press the **Save** soft key.

Deleting Contact Directory Entries

You can delete an entry in the Contact Directory.

To delete a contact from the Contact Directory:

1. Press MENU, and then select **Features > Contact Directory**.
2. From the Directory screen, find the contact you want to delete, and then press the **Delete** soft key.

The contact is deleted from the directory.

Working with Corporate Directory

If your system administrator sets up Corporate Directory on your phone, you may have read access to portions of your Corporate Directory. Your system administrator determines which contacts you can see. You can search for contacts in the Corporate Directory, and add contacts from the Corporate Directory to your Contact Directory. For information on adding Corporate Directory entries to your Contact Directory, see Adding Contact Directory Entries on page 26.

You can't update the contacts in your Corporate Directory. You can only search for and dial contacts, and add contacts from your Corporate Directory to your Contact Directory.

Searching Corporate Directory

Search for a contact by entering specific search criteria.

You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you re-display Corporate Directory, the last search you performed will display, or the last person you selected will display. To enable this feature, see Saving Corporate Directory Search Results on page 30.

To search for a contact in the Corporate Directory:

1. Press MENU, and then select **Features > Corporate Directory**.
2. From the Corporate Directory search screen, perform a quick search or an advanced search.

A quick search allows you to search using the contact's last name (if the directory is alphabetized by last name) or first name (if the directory is alphabetized by first name). An advanced search uses any combination of the contact's first and last names, phone numbers, address, and title.

Do one of the following:

- To perform a quick search, enter the first few characters of the contact's name, and then press the **Submit** soft key. The screen displays a list of contacts, starting with any successful matches.

or

- To perform an advanced search, press the **AdvFind** soft key. From the Advanced Find screen, enter your search criteria, and then press the **Submit** soft key. The screen displays any successful matches.

(To erase your search criteria and enter new criteria, press the **Clear** soft key.)

Saving Corporate Directory Search Results

You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you re-display Corporate Directory, the results of your last search, or the last person you selected, will display. If you don't enable your phone to save search results, each time you access Corporate Directory, a blank search screen will display.

To enable your phone to save Corporate Directory search results:

1. Press MENU, and then select **Settings > Basic > Preferences > Corporate Directory > View Persistency**.
2. Scroll to **Enabled**, and then press •.
3. Press MENU to return to the idle screen.

Using Buddy Lists

Note Monitoring the status of contacts in a buddy list is an optional feature that your system administrator enables, and your system may not support it.

A buddy list is a list of users/devices whose status—or *presence*—you can monitor. Your contacts update their presence setting, such as Be right back, Out to lunch, or Busy, and you can view their status in real time from your phone's Buddy Status screen. If you like, you can block others from monitoring your status.

Updating Presence Settings

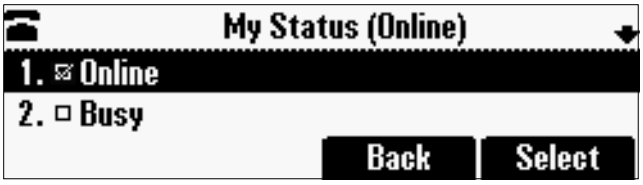
Your presence setting indicates your status (either online, busy, be right back, away, out to lunch, offline, or do not disturb). Update your presence setting so that other users can monitor your status from their phones.

To change your presence setting:

1. Do one of the following:
   - Press MENU, and then select **Features > Presence > My Status**.

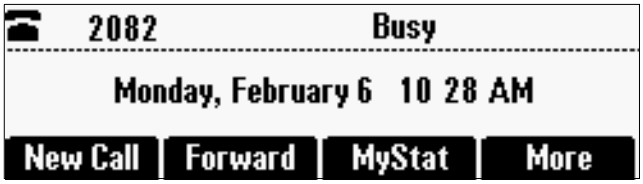
   or
   - From the idle screen, press the **MyStat** soft key.

   The My Status screen displays.



2. Scroll to the status you want, and then press ●. The default status is Online.
3. Press MENU to return to the idle screen.

The following figure shows what the idle screen looks like when you set your status as *Busy*. If you set your status as *Online* (the default status), the presence status does not display on the screen.



Selecting Contacts to Monitor

Select the contacts whose presence you want to monitor by updating the contacts in your buddy list. You add contacts to your buddy list from your local Contact Directory. To view the status of contacts in your buddy list, see Monitoring the Status of Contacts in Your Buddy List on page 33.

To update your buddy list:

1. Press MENU, and then select **Features** > **Contact Directory**.
2. From the Directory, scroll to the contact.
3. Press the **Edit** soft key.
4. From the Edit Contact screen, scroll to the **Watch Buddy** field, and choose **Enabled** or **Disabled**.

   When Watch Buddy is enabled, the contact is added to your buddy list and you can monitor the contact's status. When Watch Buddy is disabled, the contact is removed from your buddy list and you cannot monitor the contact's status.

   The default for Watch Buddy is Disabled.
5. Press the **Save** soft key.
6. Press MENU to return to the idle screen.

Blocking Contacts from Viewing Your Status

Block a contact in your Contact Directory if you don't want the contact to view your status. If you unblock a contact, the contact can add you to their buddy list and view your status. You can also use your Blocked List to unblock contacts (see Using Your Blocked List to Unblock Contacts on page 33).

Note

To view a list of contacts that can and cannot monitor your status, do the following:

- To view contacts that cannot view your status, press the **Menu** key, and then select **Features** > **Presence** > **Blocked List**.
- To view contacts that can view your status, press the **Menu** key, and then select **Features** > **Presence** > **Watcher List**.

To block or unblock a contact:

1. Press MENU, and then select **Features** > **Contact Directory**.
2. From the Directory, scroll to the contact.

   To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.
3. Press the **Edit** soft key.

4. From the Edit Contact screen, scroll to the **Block Buddy** field, and then choose **Enabled** or **Disabled**.

   When Block Buddy is enabled, the contact cannot watch your phone. The contact will display in your Blocked List. When Block Buddy is disabled, the contact can watch your phone. The contact will display in your Watcher List.

   The default for Block Buddy is Disabled.

5. Press the **Save** soft key.

6. Press MENU to return to the idle screen.

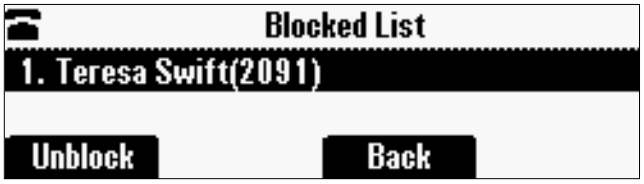
Using Your Blocked List to Unblock Contacts

Use the Blocked List to quickly unblock a contact, rather than updating the Block Buddy setting for the contact in your Contact Directory.

To use your Blocked List to unblock a contact:

1. Press MENU, and then select **Features** > **Presence** > **Blocked List**.

   The Blocked List screen displays.



2. Scroll to the contact.

3. Press the **Unblock** soft key.

4. Press MENU to return to the idle screen.

The contact can now watch your phone and will display in your Watcher List. To view your Watcher List, press MENU, and then select **Features** > **Presence** > **Watcher List**.

Monitoring the Status of Contacts in Your Buddy List

You can monitor the status of all the contacts in your buddy list, except those contacts that have blocked you from viewing their status. To add contacts to your buddy list, see Selecting Contacts to Monitor on page 32.

When you view your Buddy Status list, your buddy displays, together with the buddy's presence icon and status. The following table shows the presence icons that can display, and the status they indicate.

Presence Icon	Buddy Status
	Online
	Busy or On the phone
	Be right back, Away, or Out to lunch
	Offline

To monitor a contact in your buddy list:

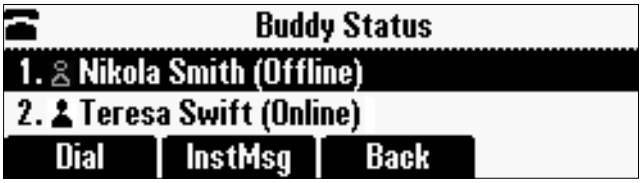
>> Do one of the following:

- From the idle screen, press the **Buddies** soft key.

or

- Press MENU, and then select **Features** > **Presence** > **Buddy Status**.

The Buddy Status screen displays, listing the status of all your buddies. From this screen, you can scroll to and dial the contact.



Accessing Personal Phone Settings with User Profiles

If your system administrator has set up the User Login feature, you can view your personal phone settings from any phone in the organization. This means you can access your contact directory and speed dials, as well as other phone settings, even as you temporarily change work areas.

If you change any settings while you're logged in to a phone, the settings are saved and displayed the next time you log in to a phone. When you log out, your personal phone settings no longer display.

You can log in to a phone by entering your user ID and password. Default passwords are preset at the factory to the numerals *123*.

If a phone is in the logged out state and requires a user login, you can place emergency calls to standard emergency numbers (such as 911) and other pre-configured phone numbers. These numbers are configured by your administrator. For information on how to place authorized calls, see Placing Calls from Phones that are in the Logged Out State on page 36.

If the User Login feature is set up on your company's phones, you'll need to know how to:

- Log in to a phone to access your personal phone settings.
- Log out of a phone after you finish using it.
- Place a call to an authorized number from a phone that is in the logged out state and requires a user login.
- Change your login password.

Logging In and Out of a Phone

Depending if the User Login feature is enabled and required, you may or may not have to log in to the phone to use it. However, if you want to see your personal phone settings from the phone, you'll have to log in. If you don't log in, you'll see the phone's default phone profile.

While logged in, you'll have full access to your personal phone settings and your contact directory. After you log out of the phone, you'll no longer be able to view this information on the phone.

After you use a phone, be certain to log out of the phone to prevent access to your personal settings.

To log in to a phone:

1 If the User Login screen is in view, go to step 2. If the User Login screen isn't in view, do one of the following:

   – Press the **Log in** soft key.

   or

   – Press MENU, and then select **Features** > **User Login** > **Log in**.

2. From the User Login screen, enter your user ID and password, and then press the **Log in** soft key.

   If you don't know what your user ID and password are, ask your administrator. Default passwords are preset at the factory to the numerals *123*. However, your administrator may have changed this for security reasons.

If your login credentials are accepted, the phone updates to display your personal phone profile, and the idle screen is displayed.

If your credentials are not accepted, the message *User login failed* is displayed, and the User Login screen displays again. If you need to confirm your credentials, ask your system administrator.

To log out of a phone:

1. From the idle screen, do one of the following:
   - Press the **Log out** soft key.

   or

   - Press MENU, and then select **Features > User Login > Log out**.
2. To confirm, press the **Yes** soft key.

   Your personal profile is no longer accessible, and the phone displays either the User Login screen for the next user login, or the default phone profile for anonymous users.

Placing Calls from Phones that are in the Logged Out State

If a phone doesn't require a user login, you can use the phone to place calls to any number, even though the phone may be in the logged out state.

If a phone requires a user login, you can place calls to authorized numbers when the phone is in the logged out state. These numbers are set up by your administrator. You won't be able to call any other numbers until you log in to the phone.

To place a call to an authorized number from a phone in the logged out state:

1. Press the **New Call** soft key.
2. From the Place an Authorized Call screen, select the number you want to call, and then press the **Dial** soft key.

The call is placed.

Changing Your Login Password

You can change your password from any phone that you're logged in to.

By default, login passwords are factory preset to the numerals *123*. Your administrator can change this default password if needed. Polycom recommends that you change your password when you first log in to a phone. Your user ID is managed only by your administrator, meaning you cannot change it yourself.

To change your login password:

1. Log in to any phone on your network.
2. From the idle screen, press MENU, and then select **Features > User Login > Change User Login Password**.
3. From the Change User Login Password screen, enter your old password, enter a new password and confirm it, and then press the **Enter** soft key.

Your password is changed. The next time you log in to a phone, you'll need to enter this password.

Locking the Phone

Lock your phone to do the following:

- Prevent unauthorized outgoing calls.
- Allow only authorized people to answer calls.
- Prevent people from viewing or modifying phone information, such as your directory or call lists.

When your phone is locked:

- You can only make an outgoing call to a number from a list of authorized numbers.
- You must enter a password to answer incoming calls.
- All keys and screen items are disabled, except those that allow you to unlock the phone or make an authorized call.
- The messages *The phone is locked* and *Authorized calls only* scroll on the status bar. Messages that displayed before the phone was locked don't display.

You can unlock the phone by entering your user password. If your phone restarts for any reason while it's locked, it will be locked when the phone restarts unless your phone is configured to start up unlocked.

About Your User Password

You are assigned a user password so you can answer calls from your locked phone and unlock the phone. By default, your user password is *123*. You can change your user password at any time.

To change your user password:

1. From the idle screen, press MENU, and then select **Settings** > **Advanced**.
2. From the Password screen, enter your user password, and then press the **Enter** soft key.
3. From the Advanced screen, select **Change User Password**.
4. From the Change User Password screen, enter your password information, and press the **Enter** soft key.

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when it is locked. If you set up your phone to allow incoming calls when it is locked (the default setting), incoming calls will ring on your phone, and you can answer calls by entering your user password. If you set up your phone to ignore incoming calls, Do Not Disturb will be applied to all lines on your phone, and your phone won't ring.

To lock your phone:

1. On the idle screen, press MENU, and then select **Settings** > **Basic** > **Lock Phone**.
2. From the Lock Phone screen, select how you want incoming calls handled when your phone is locked.
   - **Allow ringing when locked**—Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your password.
   - **DND when locked**—Select this option if you don't want your phone to ring. You won't have the option to answer incoming calls. All incoming calls will go to your voicemail system (if enabled) and display in your Missed Calls list. Note that enabling this option on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer it.

   The default setting is *Allow ringing when locked*.
3. Press the **Lock** soft key.

Your phone is locked.

Your phone may be set up so that you can quickly lock it by pressing the **Lock** soft key from the idle screen. If you do this, however, you can't choose how to handle incoming calls. Your phone will use the default setting—*Allow ringing when locked*—or the last setting you selected.

To unlock your phone:

1. Press the **Unlock** soft key.
2. Enter your user password, and then press the **Enter** soft key.

The phone unlocks.

Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number, such as 911, and other authorized numbers that an administrator can set up. You can't call any other numbers from a locked phone. If you set up your phone so you can answer incoming calls when your phone is locked, you can answer calls by entering your user password.

To call an authorized number from a locked phone:

>> Do one of the following:

- Press the **New Call** soft key. From the list of available authorized numbers, select the number you want to call, and then press the **Dial** soft key.

or

- Enter an authorized number, and then place the call.

The call is placed.

To answer a call on a locked phone:

1. Press the **Answer** soft key.
2. Enter your user password, and then press the **Enter** soft key.

The call connects.

Broadcasting Messages Using Push-to-Talk and Group Paging

The Group Paging feature enables you to make pages—one-way audio announcements—to users subscribed to a page group. The Push-to-Talk (PTT) feature is a collaborative tool that enables you to exchange broadcasts to users subscribed to a PTT channel, much like a walkie-talkie. Your system administrator can set up both features on your phone.

Your system administrator can define up to 25 Paging Groups for Group Paging mode or Channels for PTT mode. Your system administrator may assign a label to each group or channel that easily identifies the phones in the group or channel, such as All, HR Dept, Shipping Staff, or Executives. Each group or channel will have one of the following priorities:

- **Normal**—By default, broadcasts sent to Groups/Channels 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group/channel at the same time, the phone with the lower serial number will continue to transmit while the other phone will enter the receiving state. By default, all phones are configured to receive broadcasts sent to Group/Channel 1.
- **Priority**—By default, broadcasts sent to Group/Channel 24 are considered Priority broadcasts. A Priority broadcast will interrupt Normal broadcasts or active calls. All phones receive Priority broadcasts unless *Do Not Disturb* is enabled. Phones play Priority broadcasts at the phone's current audio level.
- **Emergency**—By default, broadcasts sent to Group/Channel 25 are considered Emergency broadcasts. An Emergency broadcast will interrupt Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if *Do Not Disturb* is turned on.

Push-to-Talk Mode

Your system administrator can enable your phone to operate in a broadcast mode called Push-to-Talk (PTT). In order to send and receive PTT broadcasts, you have to subscribe to PTT channels.

PTT broadcasts are collaborative: you can transmit messages and listen to replies.

Sending and Receiving PTT Broadcasts

By default, you're subscribed to Channels 1, 24, and 25. This means that you can send and receive PTT broadcasts on Channels 1, 24, and 25.

When you end a PTT broadcast, the channel remains open and enters a waiting period. This waiting period gives people who received the broadcast a chance to respond. If no one responds within the waiting period, the channel closes.

Sending PTT Broadcasts

Before you can send a PTT broadcast, you need to choose a channel to broadcast on. Or, you can press and hold the **Talk** soft key to immediately begin broadcasting on Channel 1, the default channel.

You can change your default channel to any channel you want (see Updating the Default Channel on page 43). When you change the default channel, you're automatically subscribed to it.

To send a PTT broadcast:

1. Press the **Talk** soft key to select a channel to broadcast on.

To automatically send a PTT broadcast on the default channel, press and hold the **Talk** soft key, and then go to step 4.

2. From the PTT Channels List screen, select the channel to send the broadcast on.

   The list displays the default channel, the most recent channel you sent a broadcast on, and other channels you can broadcast on.

3. To start the broadcast, press and hold the **Talk** soft key. Be sure to press the **Talk** soft key throughout the entire broadcast.

   You'll hear a *transmitting* beep, and the phone will display the channel information, such as the channel label.

4. Begin speaking.

If you release the **Talk** soft key while you're sending the broadcast, the broadcast temporarily stops and enters a 10 second waiting period. During this period, the channel remains open to give people a chance to reply. At any time during the waiting period, you can resume your broadcast by pressing and holding the **Talk** soft key. If no one broadcasts during the waiting period, the channel closes and the broadcast ends.

5. When you finish your broadcast, do one of the following:
   - Release the **Talk** soft key.
   - Press the **End PTT** soft key.

   After you press the **End PTT** soft key, you can immediately initiate another broadcast on another channel, even if the previous broadcast is still in its waiting period.

Receiving PTT Broadcasts

To receive a broadcast sent on a particular channel, you need to be subscribed to that channel. To subscribe to a channel, see Updating Channel Subscriptions on page 44.

How you receive a PTT broadcast depends on the broadcast priority, whether you're in an active call, or if you're allowed to receive broadcasts during active calls.

You'll receive broadcasts on the channels you're subscribed to as well as Channel 24 (the Priority channel) and Channel 25 (the Emergency channel). If you've enabled *Do Not Disturb* on your phone, you'll only receive Emergency broadcasts. Non-emergency broadcasts won't display or play on your phone.

When a broadcast ends, your phone emits an *end of transmission* beep and enters a 10 second waiting period. During this period, you can respond to the broadcast (see Replying to PTT Broadcasts on page 42).

Receiving PTT Broadcasts When You're Not in an Active Call

If you receive a broadcast and you're not in an active call, the broadcast immediately plays, regardless of the broadcast priority.

Receiving PTT Broadcasts During Active Calls

How you handle a broadcast when you're in an active call depends on the broadcast priority and if you're allowed to receive a broadcast when you're in an active call.

If the broadcast is a Normal broadcast:

- If your phone is enabled to receive broadcasts during active calls, the broadcast immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.
- If your phone isn't allowed to receive broadcasts during active calls, the broadcast displays as a held broadcast. To listen to the broadcast, scroll to the broadcast and press the **Accept** soft key.

If the broadcast is a Priority or Emergency broadcast, the broadcast immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.

Replying to PTT Broadcasts

When a broadcast ends, the broadcast enters a 10 second waiting period. During this period, the channel remains open to receive or send additional broadcasts.

During a waiting period, you can press and hold the **Talk** soft key and talk to all the people listening on the channel. When you finish talking, release the **Talk** soft key. The broadcast will enter another waiting period until someone broadcasts again. If no activity occurs within the waiting period, the channel closes and no more broadcasts can take place.

Ending PTT Broadcasts

You can end a PTT broadcast by releasing the **Talk** soft key, or by pressing the **End PTT** soft key. After you end a broadcast, the channel remains open so others can respond.

If you release the **Talk** soft key without pressing the **End PTT** soft key:

- You can resume the broadcast by pressing and holding the **Talk** soft key (if the broadcast is in a wait period).
- You can't initiate another broadcast on another channel until the waiting period ends.

If you press the **End PTT** soft key:

- You can't resume the broadcast by pressing and holding the **Talk** soft key.
- You can immediately initiate another broadcast on another channel.

Adjusting the Volume of PTT Broadcasts

You can adjust the volume of PTT broadcasts while they play. During a broadcast, press - + to adjust the volume of the broadcast.

If you adjust the volume of a non-emergency broadcast, your phone retains the adjusted volume for all subsequent non-emergency broadcasts. However, only system administrators can adjust the volume level of an Emergency broadcast.

Muting PTT Broadcasts

While you send a broadcast, you can press to mute your audio so that the people receiving your broadcast won't hear anything. This behavior is similar to a phone call.

Updating the Default Channel

If you press and hold the **Talk** soft key, your broadcast will automatically transmit on the default channel, Channel 1. If you want, you can change the default channel.

To update the default channel:

1. Press MENU, and then select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.
2. From the PTT Channel Configuration screen, select the **Default Channel** field, and then enter the default channel you want to use.
3. Press • to save your change.

The default channel changes, and you're automatically subscribed to it.

Updating Channel Subscriptions

You can subscribe to any channel that has been enabled by the system administrator and appears in your channels list. When you subscribe to a channel, you can send and receive PTT broadcasts on that channel.

To subscribe to additional PTT channels:

1. Press MENU, and then select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.
2. From the PTT Channel Configuration screen, select **Channel Subscriptions**.
3. From the Channel Subscriptions screen, select the channel(s) you want to subscribe to, and then choose **Yes**.

   By default, you're subscribed to Channels 1, 24, and 25.
4. Press • to save your changes.

Allowing PTT Broadcasts to Play During Active Calls

The *Accept While Busy* option allows PTT broadcasts to come in as active calls (if enabled) or held calls (if disabled). If enabled, a PTT broadcast will interrupt telephone calls and you'll hear the audio of both the telephone call and the PTT broadcast. The party on the other end of the telephone call cannot hear the PTT broadcast unless that party has also enabled *Accept While Busy*. If disabled, PTT broadcasts are held during an active call. To hear the broadcast, scroll to the broadcast and press the **Accept** soft key.

To allow or disallow PTT broadcasts to play during an active call:

1. Press MENU, and then select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.
2. From the PTT Channel Configuration screen, select **Accept While Busy**, and enable or disable the setting.

   The default setting is Disabled. When enabled, your phone will accept and play broadcasts while you're in an active call. When disabled, your phone won't play broadcasts while you're in a call, but will hold them instead.
3. Press • to save your change.

Group Paging Mode

Your system administrator may enable your phone to operate in a broadcast mode called Group Paging mode. In this mode, you broadcast one-way announcements to a specified group of phones, called a Paging Group. In Group Paging mode, users must subscribe to Paging Groups to send and receive pages.

Sending and Receiving Pages

To send and receive pages, you need to subscribe to certain Paging Groups. By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send and receive pages to Paging Groups 1, 24, and 25.

Sending Pages

By default, when you send a group page, it's automatically sent to Paging Group 1. This is your default paging group.

You can change your default paging group to any group you want (see Updating the Default Paging Group on page 47). If you change your default paging group, you're automatically subscribed to it.

You can't send a Page-mode page while you're in an active call.

To send a page:

1. To send a page, press the **Paging** soft key.

To automatically send a page to the default paging group, press and hold the **Paging** soft key, and then go to step 4.

2. From the Paging Groups List screen, select the paging group to send the page to.

   The list displays the default paging group, the most recent group you paged, and other paging group that you can page.

3. To begin a page, press the **Page** soft key.

   Just before the page starts, you'll hear an alert tone, and then the page begins.

4. Begin speaking.
5. To end the page, press the **End Page** soft key.

Receiving Pages

To receive a page sent to a particular paging group, you need to be subscribed to that group. To subscribe to a paging group, see Updating Paging Group Subscriptions on page 47.

How you receive a page depends on the priority of the page, whether you're in an active call, or if you're phone is set to receive a page during an active call.

You'll receive pages on the paging groups you're subscribed to as well as Group 24 (Priority pages) and Group 25 (Emergency pages). If you enabled *Do Not Disturb*, you'll only receive Emergency pages. Non-emergency pages won't display or play on your phone.

Receiving Pages When You're Not in an Active Call

If you receive a page and you're not in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can:

- Hold the page.
- End the page. This ends the page at your phone only.
- Place a new call.

Receiving Pages During Active Calls

How you handle a page when you're in an active call depends on the page priority and if you're allowed to receive a page when you're in an active call.

If the page is a Normal page:

- If your phone is allowed to receive pages during active calls, the page immediately plays. You'll hear both the original call and the page. To hear only the page, hold or end the call.
- If your phone isn't allowed to receive pages during active calls, the page displays as a held page. To listen to the page, scroll to the page and press the **Accept** soft key.

If the page is a Priority or Emergency page, the page immediately plays. You'll hear both the original call and the page. To hear just the page, hold or end the call.

Adjusting the Volume of Pages

You can adjust the volume of pages while they play. During a page, press - + to adjust the page volume.

If you adjust the volume of a non-emergency page, your phone will use the adjusted volume for subsequent non-emergency pages. However, only your system administrator can change the volume of an Emergency page.

Muting Pages

While you send a page, you can press to mute your audio so that the people receiving your page won't hear anything. This behavior is similar to a phone call.

Updating the Default Paging Group

If you press and hold the **Paging** soft key, your page will automatically go to the default paging group, Paging Group 1. If you want, you can change the default paging group.

To update the default Paging Group:

1. Press MENU, and then select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.
2. From the Group Paging Configuration screen, select **Default Group**, and then enter the number of the new default paging group. The default paging group is 1.
3. Press to save your change.

Updating Paging Group Subscriptions

By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send pages to and receive pages sent to these groups. You can change which groups you are subscribed to. However, you can't disable your subscriptions to Paging Groups 24 and 25.

To update your Paging Group subscriptions:

1. Press MENU, and then select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.
2. From the Group Paging Configuration screen, select **Group Subscriptions**.
3. From the Group Subscriptions screen, select the group(s) you want to subscribe to, and then select **Yes**.
4. Press to save your changes.

Allowing Pages to Play During Active Calls

The **Accept While Busy** option allows pages to come in as active calls (if enabled) or held calls (if disabled).

If enabled, a page will interrupt telephone calls and you'll be able to hear the audio of both the telephone call and the page. The party on the other end of the telephone call cannot hear the page unless that party has also enabled *Accept While Busy*. If disabled, pages are placed on hold during an active call. To hear the page, scroll to the page, and then press the **Accept** soft key.

To allow or disallow pages to play during an active call:

1. Press MENU, and then select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.
2. From the Group Paging Configuration screen, scroll to **Accept While Busy**, and then enable or disable the setting.

   The default setting is **Disabled**. When enabled, your phone will accept and play pages while you're in an active call. When disabled, your phone won't play pages while you're in a call, but will hold them instead.
3. Press • to save your change.

Integrating with Microsoft Lync™ Server 2010

Your system administrator can configure your phone to work with Microsoft Lync™ Server 2010 and communicate with others using Microsoft Lync. From your phone, you can invite, join, control, and monitor integrated multipoint audio conferences. For more information on using Microsoft Lync with your phone, see *Using Polycom Phones with Microsoft Lync Server 2010 (Feature Profile 72430)*, available from the Feature Descriptions & Technical Notifications Support Web page.

If your phone is set up to integrate with Microsoft Lync, your system administrator has assigned you login credentials—a domain, user name, and password—that your phone requires to access the feature.

If there is a problem with your login credentials, you won't be able to access the feature on your phone. When your phone has incorrect login credentials, the message *Login credentials failed* displays on the screen. You must re-submit your login credentials.

To re-submit or enter your login credentials:

1. Press MENU, and then select **Settings > Basic > Login Credentials**.
2. From the Login Credentials screen, enter a domain, user name, and password, then press the **Submit** soft key.

If you log in to a phone that has the User Login feature enabled, and then want to access features that require your login credentials, you'll need to re-enter your login credentials so that the features will work.

Customizing What is Heard

You can change what is heard by doing the following:

- Changing the ring tone for your phone.
- Selecting unique ring tones for contacts.
- Adjusting the volume of the speaker.
- Adjusting the volume of the ring tone.
- Muting the microphone so the far site(s) can't hear you.

Changing the Ring Tone

You can select from many different ring tones to distinguish your phone from your neighbor's.

To select a different ring tone:

1. Press MENU, and then select **Settings > Basic > Ring Type**.
2. From the Ring Type screen, scroll to the ring type you want. To hear the ring type before you select it, press the **Play** soft key. The default ring type is Low Trill.
3. To select the ring type, press •.

Setting Unique Ring Tones for Contacts

Your company's settings may override this feature. For more information, contact your system administrator.

You can set a distinctive ring tone for each contact in your Contact Directory so you can distinguish callers.

To set a distinctive ring tone for a contact:

1. Press MENU, and then select **Features > Contact Directory**.
2. From the Directory screen, scroll to the contact for whom you want to assign a distinctive ring tone, and then press the **Edit** soft key.
3. From the Edit Contact screen, scroll to **Ring Type**, and then press ▶ to select a ring type.
4. Press the **Save** soft key.

Changing the Speaker Volume

You can raise or lower the volume of the sound you hear.

To adjust the speaker volume:

>> During a call, press - + to adjust the volume up or down.

Changing the Ringer Volume

You can raise or lower the volume of the sound you hear when your phone rings.

To adjust the ringer volume:

>> When the phone is idle, press - + to adjust the ringer volume up or down.

Muting the Microphone

You can mute the microphone if you do not want other parties to hear you. When you mute the microphone, the three console LEDs glow red to indicate that the other party (or parties) can't hear you. You can still hear all other parties while Mute is enabled.

To mute or unmute the microphone:

>> During a call, press .

To mute or unmute the microphone if you use external microphones:

>> Press on the phone or the mute button on the top of the external microphones.

Customizing the Phone Display

You can change how the phone screen looks by doing the following:

- Changing the language the text displays in.
- Changing how the time and date display.
- Changing the screen contrast.
- Changing the backlight settings.

Changing the Language

The phone supports many languages. English (Internal) is the default language that displays.

To change the language:

1. Press MENU, and then select **Settings > Basic > Preferences > Language**.
2. From the Language screen, scroll to the language you want, and then press •.

The text on the screen changes to the language that you selected.

Changing the Time and Date Display

The time and date appear on the idle screen of your phone. If the phone can't obtain a time and date, the display will flash. If this happens, or if the time or date is incorrect, see your system administrator.

You can select from various formats for the time and date display, including whether the time or date displays first (clock order). You can also turn the time and date display off, so the time and date doesn't display on the idle screen. Select and set options that are right for you.

Changing the Time and Date Format

You can change the way the date and time display on the idle screen. For example, for the date, you can display the month before the day, choose the abbreviated forms for the month and day, or choose the DD/MM/YY format. For the time, you can choose either the 12-hour clock (for example, 4:35 PM) or 24-hour clock (for example, 16:35) notation.

To change the format of the time and date display:

1. Press MENU, and then select **Settings > Basic > Preferences > Time and Date**.
2. From the Time and Date screen, do one of the following:
   - To change the date format, press •.

   or

   - To change the time format, scroll to **Clock Time**, and then press •.
3. From the Clock Date screen or the Clock Time screen, scroll to the date or time format you want, and then press •. The default settings use the formats *Monday, January 1* and *12 AM/PM*.

Changing the Time and Date Order

You can change the order of the time and date on the idle screen. For example, you can display the date before the time, or the time before the date.

To change the order of the time and date display:

1. Press MENU, and then select **Settings** > **Basic** > **Preferences** > **Time and Date** > **Clock Order**.
2. From the Clock Order screen, scroll to the clock order you want, and then press ●. The default setting is date before time.

Turning the Time and Date Display Off and On

You can turn the time and date display off so the time and date don't display on the idle screen.

To turn the time and date display off:

1. Press MENU, and then select **Settings** > **Basic** > **Preferences** > **Time and Date**.
2. From the Time and Date screen, scroll to **Disable**, and then press ●.

To turn the time and date display back on:

1. Press MENU, and then select **Settings** > **Basic** > **Preferences** > **Time and Date**.
2. From the Time and Date screen, press ●.

Changing the Screen Contrast

You can set how light or dark the screen appears.

To adjust the contrast on the phone screen:

1. Press MENU, and then select **Settings** > **Basic** > **Contrast**.
2. From the Contrast screen, press the **Up** or **Down** soft keys to increase or decrease the display contrast.
3. Press the **Ok** soft key.

Updating the Backlight

Your phone's backlight has two components:

- **Backlight Intensity**—The brightness of the screen during phone activity and inactivity. Backlight intensity has three settings:
  - **Backlight On**—The brightness of the screen when there is phone activity.
  - **Backlight Idle**—The brightness of the screen when there is no phone activity.
  - **Maximum Intensity**—The brightness scale that applies to both Backlight On and Backlight Idle intensities.
- **Backlight Timeout**—The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn off the backlight entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.

To change the backlight intensity:

1. Press MENU, and then select **Settings > Basic > Backlight Intensity**.
2. From the Backlight Intensity screen, select **Backlight On Intensity**.
3. From the Backlight On Intensity screen, select the intensity you want, and then press the **Save** soft key. The default Backlight On Intensity is High.
4. Select **Backlight Idle Intensity**.
5. From the Backlight Idle Intensity screen, select the intensity you want, and then press the **Save** soft key. The default Backlight Idle Intensity is Low.
6. Select **Maximum Intensity**.
7. From the Maximum Intensity screen, press the **Up** or **Down** soft keys to increase or decrease the maximum intensity the screen can display, and then press the **Ok** soft key.
8. Press MENU to return to the idle screen.

To change the backlight timeout:

1. Press MENU, and then select **Settings > Basic > Backlight Timeout**.
2. From the Backlight Timeout screen, select a timeout period. The default timeout is 40 seconds.
3. Press MENU to return to the idle screen.

Troubleshooting

The following tables contain general troubleshooting information to help you solve any problems you might encounter when you use the SoundStation IP 5000 conference phone. The tables list possible trouble symptoms, the likely causes of these problems, and recommended corrective actions to take. Problems are grouped as follows:

- Power and Startup on page 55
- Controls on page 55
- Access to Screens and Systems on page 56
- Calling on page 56
- Displays on page 57
- Audio on page 57
- Overall Functioning on page 57

To obtain more detailed troubleshooting information, you can access certain menus on your phone that test your phone hardware (see Testing Phone Hardware on page 58).

If your phone is unable to perform certain tasks, a warning icon, ⚠, will display in the status bar. You can view details about phone issues from the Warnings screen. For more information, see Investigating Phone Warnings on page 58.

Power and Startup

Symptom	Problem	Corrective Action
The display shows *Network Link is Down*.	The network cable isn't properly connected.	Try the following: • Check the cable termination at the switch or hub (furthest end of the cable from the phone). • Check that the switch or hub is operational (flashing link/status lights). • Verify that the LAN port is active. Press MENU, and then select **Status** > **Network** > **Ethernet**. From the Ethernet screen, scroll to **LAN port** and verify that it's Active.

Controls

Symptom	Problem	Corrective Action
The dial pad doesn't work.	The dial pad on the phone doesn't respond.	Try the following: • Check for a response from other feature keys or from the dial pad. • Place a call to the phone from a known working telephone. Check for display updates. • Check if the LAN port is active. Press MENU, and then select **Status** > **Network** > **Ethernet**. From the Ethernet screen, scroll to **LAN port** and verify that it's Active. • Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port is operational (if it isn't accessible, contact your system administrator). • Restart the phone (see Overall Functioning on page 57). (Before restarting your phone, contact your system administrator. Your system administrator may want to troubleshoot the phone in more detail before restarting the phone and losing current status information.)

Access to Screens and Systems

Symptom	Problem	Corrective Action
There is no response when you press a feature key.	The phone isn't in an active state.	Try the following: • Press the keys more slowly. • Call the phone to confirm that inbound call display and ringing is normal. If successful, try to press feature keys to access certain screens (for example, Directory screens). • To confirm the line is actively registered to the call server, press MENU, and then select **Status** > **Lines**. From the Line Information screen, verify that your phone line is registered. • To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator.
The display shows *Network Link is Down*.	The network cable isn't properly connected.	See Power and Startup on page 55.

Calling

Symptom	Problem	Corrective Action
There is no dial tone.	Power isn't correctly applied to the phone.	Verify that power is correctly applied to the phone: • Check that the display is illuminated. • Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.)
There is no audible ring tone.	Ringer volume is low, or the Ring Type is set to Silent Ring.	Verify ringer volume and Ring Type: • To adjust the ringer volume, press - + when the phone is in the idle state. • Check that the Ring Type isn't set to Silent Ring. (See Changing the Ring Tone on page 49.)
A hollow phone icon, ☎, displays next to the directory number.	The phone isn't registered to a server.	Ask your system administrator to register the phone to a server.

Displays

Symptom	Problem	Corrective Action
There is no display. The display is incorrect. The display has bad contrast.	Power isn't correctly applied to the phone.	Verify that power is correctly applied to the phone: • Check that the display is illuminated. • Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.) • If your phone uses Power over Ethernet (PoE), have your system administrator check that the switch is supplying power to the phone.
	The contrast needs adjustment.	Adjust the screen contrast. (See Changing the Screen Contrast on page 52.)
The display is flickering.	Certain types of older fluorescent lighting cause the display to appear to flicker.	Try the following: • Move the phone away from the lights. • Replace the lights.

Audio

Symptom	Problem	Corrective Action
The speaker has no audible sound.	Speaker volume is low.	Adjust the speaker volume. During a call, press - + to adjust the volume.

Overall Functioning

Symptom	Problem	Corrective Action
The phone is malfunctioning.	The phone may need to be restarted.	Restart the phone: **Note**: If your phone malfunctions, you may be able to restore normal operation without restarting it. Before you restart your phone, contact your system administrator. • Press MENU, and then select **Settings** > **Basic** > **Restart Phone.** The Restart Phone screen displays. The message *Are you sure?* displays. To restart the phone, press the **Yes** soft key.

Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. From the diagnostics menu, you can test your phone's microphones, keypad mappings, display, and LEDs. See your system administrator for instructions on how to perform these tests.

To access the diagnostics menus:

>> Press MENU, and then select **Status > Diagnostics > Test Hardware > Audio Diagnostics**, **Keypad Diagnostics**, **Display Diagnostics**, or **LED Diagnostics**.

Investigating Phone Warnings

If your phone is unable to perform certain tasks, a warning icon, , will display in the status bar. The warning icon lets you know that your phone has one or more issues that you should know about. You can view information about phone issues from the Warnings screen.

To view a detailed list of phone issues:

>> Press MENU, and then select **Status > Diagnostics > Warnings**.

The Warnings screen displays, listing any phone issues. To view details, scroll to a warning and press the **Details** soft key.

After you view the phone warnings, you can press the **Clear Icon** soft key to remove the icon from the status bar. The warning will still display in the Warnings list until the phone issue is fixed.

Each time your phone has a warning that you haven't viewed, displays.

Safety Notices

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Safety and Compliance

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.

2. Increase the separation between the equipment and receiver.

3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

4. Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This SoundStation IP 5000 phone is marked with the CE mark. This mark indicates compliance with EC Directives 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

Safety and Compliance (continued)

CE Mark R & TTE Directive (EU only)

Polycom (UK) Ltd tímto prohlašuje, že tento SoundStation IP 5000 je ve shode se základními požadavky a dalšími príslušnými ustanoveními smernice 1999/5/ES.

Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr SoundStation IP 5000 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät SoundStation IP 5000 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Käesolevaga kinnitab Polycom (UK) Ltd seadme SoundStation IP 5000 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

Hereby, Polycom (UK) Ltd. declares that this SoundStation IP 5000 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Por medio de la presente Polycom (UK) Ltd declara que el SoundStation IP 5000 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ SoundStation IP 5000 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

Par la présente Polycom (UK) Ltd déclare que l'appareil SoundStation IP 5000 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Con la presente Polycom (UK) Ltd dichiara che questo SoundStation IP 5000 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Hér með lýsir Polycom (UK) Ltd yfir því að SoundStation IP 5000 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

Ar šo Polycom (UK) Ltd deklare, ka SoundStation IP 5000 atbilst Direktivas 1999/5/EK butiskajam prasibam un citiem ar to saistitajiem noteikumiem.

Šiuo Polycom (UK) Ltd deklaruoja, kad šis SoundStation IP 5000 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Hierbij verklaart Polycom (UK) Ltd dat het toestel SoundStation IP 5000 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Hawnhekk, Polycom (UK) Ltd, jiddikjara li dan SoundStation IP 5000 jikkonforma mal-htigijiet essenzjali u ma provvedimenti ohrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a SoundStation IP 5000 megfelel a vonatkozó alapvetõ követelményeknek és az 1999/5/EC irányelv egyéb elõírásainak.

Polycom (UK) Ltd erklærer herved at utstyret SoundStation IP 5000 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Niniejszym Polycom (UK) Ltd oswiadcza, ze SoundStation IP 5000 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Polycom (UK) Ltd declara que este SoundStation IP 5000 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Polycom (UK) Ltd týmto vyhlasuje, že SoundStation IP 5000 splna základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Polycom (UK) Ltd vakuuttaa täten että SoundStation IP 5000 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Härmed intygar Polycom (UK) Ltd att denna SoundStation IP 5000 står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

Safety and Compliance (continued)

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WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.

Russian Compliance – SoundStation IP 5000

Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. DoC # СПД-5454. Expiry 26 September 2014.

New Zealand Telepermit

Polycom SoundStation IP 5000 Handsfree VoIP Conference System (PTC 220/10/039).

PTC General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

The CODEC and Optimum Packet Size for transmission through the Public Switched Telephone Network (PSTN)

Because of the extensive delay already experienced when calling cellular and international networks, Telecom Access Standards recommends the use of 20mS or less packet length when passing packets through the PSTN. The use of G.711 codecs and 20mS or less packet length is critical to maintaining delay times which comply with PTC220 requirements (<50mS).

Echo cancellation

Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS or more to be required.

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10.3 Contact. If you have any questions concerning this Agreement, or if you desire to contact Polycom for any reason, please contact the Polycom office serving your country.

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